



UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
United States Patent and Trademark Office
Address: COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, Virginia 22313-1450
www.uspto.gov



Bib Data Sheet

CONFIRMATION NO. 2194

SERIAL NUMBER 09/943,708	FILING DATE 08/31/2001 RULE	CLASS 705	GROUP ART UNIT 3671	ATTORNEY DOCKET NO. 9378
-----------------------------	---------------------------------------	--------------	------------------------	--------------------------------

APPLICANTS

John D. Frazier, Ramona, CA;

Michael L. Reed, San Diego, CA;

** CONTINUING DATA *****

** FOREIGN APPLICATIONS *****

IF REQUIRED, FOREIGN FILING LICENSE GRANTED

** 10/03/2001

Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	STATE OR COUNTRY CA	SHEETS DRAWING 7	TOTAL CLAIMS 425	INDEPENDENT CLAIMS 5
35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance	Verified and Acknowledged Examiner's Signature <i>James M. Stover</i> Initials			

ADDRESS

26890

JAMES M. STOVER

NCR CORPORATION

1700 SOUTH PATTERSON BLVD, WHQ4

DAYTON, OH

45479

TITLE

Customer satisfaction through customer identification and service-time measurement

FILING FEE RECEIVED 1248	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit
------------------------------------	---	--